

**CITY OF ASHEVILLE, NORTH CAROLINA  
CLASS SPECIFICATION**

**ANIMAL SERVICES SUPERVISOR  
POLICE DEPARTMENT**

**GENERAL STATEMENT OF DUTIES**

Performs supervisory and specialized work for the City Police Department in the enforcement of ordinances and statutes related to the welfare and control of animals. Directs the operations of the Animal Services Division. Reports to the Police Department division director.

**DISTINGUISHING FEATURES OF THE CLASS**

An employee of this class supervises the animal services function and performs routine work in enforcing animal control and animal welfare regulations. Work includes scheduling work assignments, offering advice and assistance to staff as problems arise, and supervising and evaluating subordinates to ensure that law enforcement and public service work meets accepted standards. Animal services is responsible for conducting investigations of animal bites, dangerous animals and animal cruelty as well as apprehending and impounding stray domestic animals, sick or injured animals and those posing a danger to the health or safety of the general public; accepting unwanted domestic animals; addressing violations including the requirement to procure a dog license; and testifying in court. Tact and courtesy are required in explaining animal control laws to animal owners. Employee is subject to the usual hazards of animal control work. Independent judgment and initiative are required in determining facts, interpreting the law and making decisions concerning operational matters. Work is performed under the general supervision of a Police Department division director and is evaluated through observation and discussions concerning the efficiency and the effectiveness with which the division operates.

**ILLUSTRATIVE EXAMPLES OF WORK**

**ESSENTIAL JOB FUNCTIONS**

Participates in the selection, hiring and disciplining of assigned personnel.

Directs, trains and supervises the staff of the Animal Services Division ensuring adherence to established policies, procedures and standards; conducts performance appraisals and assists and advises subordinates, as necessary, resolving problems and unusual situations when they arise; receives and investigates complaints pertaining to the conduct of subordinate personnel.

Assigns and participates in after-hour standby duty.

Prepares or directs the preparation of investigation reports, case files, daily field logs, shelter admission records, warnings and citations, and other applicable records.

Responds to or directs the response to requests for service including but not limited to; reports of stray or nuisance domestic animals, sick or injured animals, pick up of unwanted domestic animals, concerns about animal cruelty, reports of dangerous animals and animal bites, assisting Police Officers on calls where animals are involved, assisting the public with the loan of humane traps (for the capture of nuisance cats and dogs) and evaluating applications for animal permits.

## **ANIMAL SERVICES SUPERVISOR**

- Conducts animal permit inspections.
- Authorizes Dangerous Dog Classifications and Orders of Seizure.
- Issues verbal and written warnings and civil citations for violations of the animal control ordinance.
- Obtains warrants in pursuit of criminal charges as needed.
- Develops or directs and reviews the development of criminal cases of merit for prosecution in District court and testifies in court when charges are contested.
- Assists the Chief of Police in the appeals process when violations or orders are contested by providing a statement and/or report for his/her review.
- Testifies at Noise Board hearings as a witness when applicable.
- Serves as liaison to news media, responding to inquiries as appropriate and in adherence to applicable public records laws.
- Prepares reports as often as quarterly summarizing the performance of the division.
- Develops and revises forms, policies and procedures unique to the division.
- Evaluates and recommends improvements of the animal control ordinance.
- Organizes and facilitates community meetings as necessary and makes oral presentations to various groups as appropriate.
- Operates a light truck or van in field duty and maintains the equipment assigned to that vehicle.
- Insures the vehicles assigned to the division receive the required care and maintenance.
- Purchases equipment and supplies essential to the animal services function adhering to the appropriated operating budget.
- Keeps track of staff hours and submits figures for payroll reimbursement.
- Networks with law enforcement officers and other governmental units in behalf of the division.

### **ADDITIONAL JOB FUNCTIONS**

- Conducts educational and training activities for Department personnel in specific topics and techniques pertaining to animal control.
- Performs related work as required.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Considerable knowledge of laws related to animal control and animal welfare and familiarity with legal processes of the Police Department.
- Considerable knowledge of practices concerning the safe handling and care of animals.
- Considerable skill in the use of equipment employed in animal care, capture and restraint.
- Knowledge of the principles of supervision, organization and administration.
- Knowledge of current literature, trends and developments in the field of animal control.
- Working knowledge of the geography of the City.
- Ability to plan, assign and supervise the work of subordinates and to instruct them in proper work methods and procedures.
- Ability to express ideas effectively orally and in writing.
- Ability to make oral presentations before large groups of people.

## **ANIMAL SERVICES SUPERVISOR**

Ability to establish and maintain effective working relationships as necessitated by work assignments.

Ability to maintain accurate daily records and reports.

Ability to interpret and apply animal control and animal welfare laws and to exercise sound judgment in routine and emergency situations.

Ability to exercise tact and courtesy and firmness in frequent and varied contacts with animal owners and the general public.

Skill in the use of a computer.

Skill in communication including speech, handwriting, spelling, comprehension and appropriate body language.

### **MINIMUM EXPERIENCE AND TRAINING**

Associate's degree from an accredited college and a minimum of 4 years as an Animal Control Officer; and/or the equivalent combination of experience and training to perform the essential job functions.

### **SPECIAL REQUIREMENTS**

Possession of a valid driver's license issued by the State of North Carolina. Advanced certification as an Animal Control Officer through the National Animal Control Association.

### **COMPETENCIES**

**Technical Competency:** Ability to use the tools and concepts of the specialty area in which the employee works. Includes appropriate processes, procedures, resources and work or professional standards.

**Interpersonal Competency:** Ability to work with people, develop and maintain work relationships, communicate, manage conflict and perform as an effective team member.

**Intellectual Competency:** Ability to think, learn, and process information. Ability to solve problems and gather necessary information; includes having math and literary skills appropriate to job levels and routine assignments.

**Customer Service:** Ability to identify valid customer needs and provide service in a manner that satisfies the customer and is appropriate and consistent with division policies and procedures.

**Organizational and Community Sensitivity:** Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions accordingly.

**Physical Skills:** Ability to perform required tasks with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Non-Exempt

## **ANIMAL SERVICES SUPERVISOR**

Salary Grade 14